

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

December 4, 2009

MEMORANDUM**What's Inside:**Entering  
Quarterly  
Summaries into  
FACES

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND  
CHILDREN'S DIVISION STAFF

FROM: PAULA NEESE, DIRECTOR

SUBJECT: ELIMINATION OF QUARTERLY SUMMARIES FOR CASE  
MANAGEMENT

## DISCUSSION:

The purpose of this memorandum is to introduce the changes for completing quarterly summaries. Currently, workers must enter both a monthly and quarterly summary every three (3) months. Through the Time Study Workgroup, composed of staff from the Southwest region and Jackson County, and the Continuous Quality Improvement process, a request was made to simplify and to prevent duplication. As a result, staff will no longer be required to complete a quarterly summary for case management. Staff will continue to enter a monthly summary for Family-Centered Services and Family Centered Out-of-Home Care cases.

A system change request has been submitted to remove the quarterly summary screen in FACES as well as the worker alerts. Beginning immediately, staff no longer need to complete a quarterly summary. Staff should disregard the quarterly summary worker alerts and the quarterly summary screen.

On the monthly summary screen, staff should complete the summary box and all topical headings. The content of the topical headings will automatically populate each month. Staff should review and update the information in the topical headings each month. Supervisors should review the information thoroughly before approving the summary in FACES.

The Child Welfare Manual has been updated to reflect the changes. The provisions outlined in this memorandum are effective as of today's date.

**NECESSARY ACTION:**

1. Review this memorandum with all Children's Division staff.
2. Review revised Child Welfare Manual chapters as indicated below.
3. All questions should be cleared through normal supervisory channels and

directed to:	
<b>PDS CONTACT:</b> Christy Collins and Crystal Wilson (573) 751-9603 and (573) 751-1354 <a href="mailto:Christy.Collins@dss.mo.gov">Christy.Collins@dss.mo.gov</a> <a href="mailto:Crystal.L.Wilson@dss.mo.gov">Crystal.L.Wilson@dss.mo.gov</a>	<b>PROGRAM MANAGER:</b> Melody Yancey (573) 751-3171 <a href="mailto:Melody.Yancey@dss.mo.gov">Melody.Yancey@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS:</b> Section 5 Chapter 1.3 <a href="#">Recording Guidelines</a> Section 5 Chapter 1.4 <a href="#">Recording Guidelines - Family Assessments (Ongoing Work with Families)</a> Section 5 Chapter 1.5 <a href="#">Recording Guidelines – Out-of-Home Placement</a>	
<b>FORMS AND INSTRUCTIONS</b> N/A	
<b>REFERENCE DOCUMENTS AND RESOURCES</b> N/A	
<b>RELATED STATUTE</b> N/A	
<b>ADMINISTRATIVE RULE</b> N/A	
<b>COUNCIL ON ACCREDITATION (COA) STANDARDS</b> N/A	
<b>CHILD AND FAMILY SERVICES REVIEW (CFSR)</b> N/A	
<b>PROTECTIVE FACTORS</b> Parental Resilience-N/A Social Connections-N/A Knowledge of Parenting and Child Development-N/A Concrete Support in Times of Need-N/A Social and Emotional Competence of Children-N/A	
<b>FACES REQUIREMENTS</b> N/A	